



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Parent Action Council
April 12, 2007
Meeting Minutes**

Attendees: Barbra Bower, Nancy Torres

MEETING ITEM	SPEAKER	DISCUSSION	ACTION ITEMS
Welcome and Introductions	Nancy Torres	Nancy Torres- ADHS-OCSHCN, welcomed the ISG Parent Action Council members to the meeting.	
Update of the Integrated Services Grant		<p>Task Force meeting was held on February 28, 2007. Discussion resulted in some positive feedback for the PAC committee.</p> <p>1. Medical records</p> <p>The origination of the issue was brought to the committees' attention by a member's inquiry on the process of moving medical records from one practice to another practice. Families are told that the doctor can't release previous records, only their own. Therefore, it makes it difficult to have a comprehensive file.</p> <p>Task Force response on medical records transfer:</p> <ul style="list-style-type: none">• Each medical practice may be interpreting HIPAA differently. The complete medical record files may be permissible to be transferred from practice to practice.• As the healthcare system starts to explore the electronic medical record they will get away from paper. This will make it easier for the families to maintain a comprehensive file. <p>2. Grievance and Appeals:</p>	

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		<p>The origination of the issue began when parents were not fully informed of their rights or the various processes required.</p> <p>Task Force response on grievance and appeals:</p> <ul style="list-style-type: none"> • If a family is denied for services, they should receive a letter explaining the reason and an appeal process should be included (Patient Rights Act/Budget balanced Act of 1997). • You can grieve or have the provider grieve for you • Expressed that often the families are given a verbal and not always a written letter • Sometimes the providers may not know the criteria • Ask for the provider to send you the criteria • Health plans are required to send the criteria (published on websites and provide written information) 	
Tasks of the Parent Action Council		<p>Future presentations for the Parent Action Council</p> <p>The CRS grievance and appeals representative will be presenting at the July PAC meeting. The CRS compliance section has also been invited to present on the medical records portion.</p>	<ul style="list-style-type: none"> ○ Confirm CRS compliance section invitation. ○ Barb will call Jim Murray to schedule a presentation on Special Education at the July meeting. ○ Go to the hospitals personally to get information. Unsuccessful attempts via e-mail and phone calls.
Questions / Discussion; Items		<p>Future July agenda item once the committee receives all the information, what are we going to do with it? An end goal (i.e, brochure, e-learning, education</p>	<ul style="list-style-type: none"> ○ All members start brainstorming end

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from the Floor		<p>tool).</p> <p>The committee also needs to recruit new members to assist with our upcoming projects. All committee members are encouraged to bring a person with them to the July's meeting.</p>	<p>goal ideas and bring them to the meeting or e-mail to one another so that we can be prepared for our July's meeting</p>
Next Meeting		<p>Next ISG PAC Quarterly Meeting July 12, 2007 11am-2pm, ADHS Bldg., Room 345A</p>	